

**SimonHeal**  
E S T A T E   A G E N T S

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## **RESIDENTIAL LETTINGS INFORMATION PACK**



**RESIDENTIAL LETTINGS - TENANT FIND OR MANAGED**  
**RESIDENTIAL SALES - EXPERT ADVICE AND VALUATIONS**  
**ENERGY PERFORMANCE CERTIFICATES**

**Simon Heal Estate Agents is an independent Estate Agency with offices in the largest town in the Mendips, Frome and also in the heart of the historic market town of Shepton Mallet. The firm specialises in all types of property including land and new homes, residential sales, commercial sales and lettings and residential lettings.**

**We have been specialising in letting property for over 25 years.**

*SERVICES WE OFFER*

### **TENANT ONLY INTRODUCTION SERVICE**

Advertising the property in relevant newspapers and through our Property Availability List

Internet advertising through [www.rightmove.co.uk](http://www.rightmove.co.uk)

Accompanying viewings at the property at pre-arranged times with the prospective tenant and the occupier.

Negotiating an agreeable rent between the prospective tenant and the landlord.

Collecting information from a prospective tenant through our application form.

Collecting references from information supplied and running a detailed credit search on the prospective tenant.

Compiling sufficient information for us to make a judgement as to whether to proceed with the Tenancy, and offering our recommendation to the landlord .

Preparing and serving the appropriate legal tenancy agreement. Collecting the first month's rent, deposit and other associated fees prior to the signing of the tenancy agreement.

Overseeing the implementation of the tenancy agreement.  
Distributing the monies due to the Landlord following the signing of the tenancy agreement.  
Negotiating any increase in rent or other terms of the tenancy.

Signing a new tenancy agreement at the revised rent for the new period

Registration of The Tenant's deposit within CMP Scheme and serving Prescribed Information each time it is required throughout the Tenancy

#### **FEES:**

**75% OF FIRST MONTHS RENT**  
(SUBJECT TO A MINIMUM FEE OF £350.00)

**REGISTRATION OF DEPOSIT £35.00 +VAT**  
**SEVING PRESCRIBED INFORMATION £25.00 +VAT**

**INVENTORY & INSPECTION EXTRA**

### **FULL MANAGEMENT SERVICE**

In addition to the services for Tenant Only Introduction Service we also offer a fully comprehensive management service which encompasses the same high degree of attention to detail that we apply to the Tenant Only service BUT we also offer:

Full Credit Management where we collect and distribute the rent and associated costs.

Rent management where our credit control team chases rent if it is not paid on time.

Gas Safety check :- we organise and keep up to date the gas safety inspections for the property

Electrical PAT test :- we organise and keep up to date the PAT tests.

Inventory and Inspection :- we carry out an inspection BEFORE we move tenants in to the property and keep a photographic record of condition before and after the tenancy to assist with deposit disputes.

Energy Performance Certificate (EPC) :- we organise and keep up to date the EPC for the property.

Routine maintenance :- we oversee and implement as required any maintenance issues at the property.

Registration of the Tenant's deposit within DPS Scheme and serving Prescribed Information each time it is required throughout the Tenancy.

#### **FEES:**

**12% OF THE MONTHLY RENT COLLECTED**

**ONE-OFF SET UP FEE: £200.00**

**INVENTORY & INSPECTION:**

**1 BED £50.00**

**2 BED £100.00**

**3 BED £150.00**

**4 BED £200.00**

**4+ BED BY NEGOTIATION**

**REGISTRATION OF DEPOSIT £35.00 +VAT**  
**SERVING OF PRESCRIBED INFORMATION £25.00 +VAT**

### **Tenant Selection**

We prefer to show prospective tenants around the property. This will give us the chance to assess and evaluate their needs and individual requirements. We will then collect information relevant to their circumstances using our tenant application form. This will give accurate information on the tenant's personal financial circumstances. Where necessary we will ask the tenant to provide a rent guarantor and advise the landlord accordingly.

### **Tenancy Agreement**

We use the Assured Short hold Tenancy Agreement, which gives the landlord guaranteed rights of possession at the end of the term. It does not guarantee that the tenant will vacate. Possession can be obtained if necessary through a court order.

An Assured Short hold Tenancy can be for a period of time longer than six months. The normal maximum we recommend is twelve months. The tenancy needs to be for a period of time of not less than six months, which binds both parties legally of this period of time. The tenancy agreement will normally be prepared and served by Meridian Properties. In the event of a tenant not vacating the property at the end of the specified term, provided that it is an Assured Short hold Tenancy Agreement as described in the 1988 Housing Act, possession can be sought through the courts by means of a court order. There are guidelines for possession of residential properties let under an Assured Short hold Tenancy Agreement and there are specified ways in which possession can be obtained.

### **Tenants Deposits**

As you may be aware, since 2007, the Tenant's deposits by law must be registered within a government scheme. We currently work with the My Deposits Scheme. ([www.mydeposits.co.uk](http://www.mydeposits.co.uk)), which is a custodial scheme requiring Tenant's deposit within 30 days of the start of the Tenancy. Not registering your Tenant's deposit in time may have serious legal consequences to yourself. At Simon Heal Estate Agents we make sure you are fully compliant, at a small fee we register the deposit for you and handle the check-out inspection along with the deposit refund.

Simon Heal Trading Ltd is member of the Client Money Protect Scheme (CMP) for more information about how your money will be protected please visit [www.clientmoneyprotect.co.uk](http://www.clientmoneyprotect.co.uk)

### **Buy To Let**

An ever increasingly popular market place. Many NEW Landlords have appeared in the market in recent years. At Simon Heal Estate Agents we have unparalleled experience of this market.

Being Landlords ourselves we understand the needs of both the Landlord and Tenant.

Whether you are a first time landlord or an experienced veteran we can handle every need from sourcing property, finance and tenants to decorating and carpeting.

We are always happy to advise on Buy To let property acquisition be it a single lot or portfolio.

### **Fire and Furnishing Safety Regulation Amendment Act**

When deciding to let your property furnished or unfurnished we must advise you that any furniture provided in furnished accommodation must be of a fire retardant nature. This refers primarily to three-piece suites, sofas, soft furnishings, scatter cushions and rugs etc. All of these items must have a fire retardant fabric covering them or have a fire retardant inner-liner. Bed bases and mattresses also apply.

The only exceptions are carpets and curtains, which do not need to be of a fire retardant nature. The legislation applies to properties that are let for the first time or for any property currently let, which is having the furniture replaced or upgraded.

## Gas Safety (Installation and Use) Regulations 1994

With effect from 20th July 1994 there have been new gas safety and use regulations. This makes it law for the landlord to inspect all gas appliances annually and have a certificate issued for their lawful use. Gas appliances must have detectors, which cut off the gas supply when carbon monoxide levels become dangerously high. Gas appliances with an open flue are banned from use in bedrooms. A GASAFE registered engineer must undertake all maintenance on gas appliances. If an appliance is found to be faulty, the landlord and tenant will have to be notified and only a GASAFE registered can re-connect the appliance. If a faulty appliance is not disconnected British Gas will be notified and will use their statutory rights to disconnect the appliance.

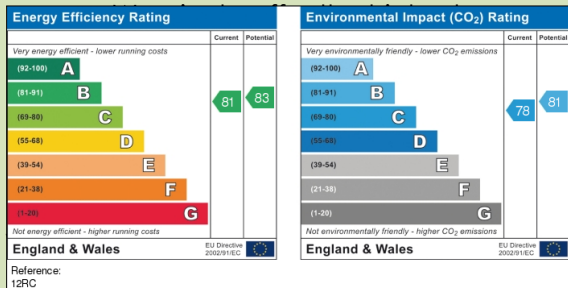
**We can organise the Landlords Gas Safety Inspection for you, if required.**

## Electrical Equipment (Safety) Regulations 1994

These regulations require all portable electrical equipment supplied by the Landlord to be correctly maintained and safe for use. Items such as fridges, kettles, washing machines etc are required to be periodically visually and electrically tested and the results recorded.

## Complaints Procedure

If, in the event that you are not satisfied with the service offered by the staff of Simon Heal Estate Agents we are always happy to listen to the complaint. We pride ourselves on our prompt and efficient response time and always welcome comment from our clients.



Performance Certificate which is basically a check on the "insulation efficiency" of the property. Although there is no penalty for having a low or high rating the Government have decided that all rented property should have a rating.

**We have agreed terms with EPC providers and can organise an EPC for you, if required**

## ALL YOUR LETTING NEEDS UNDER ONE ROOF

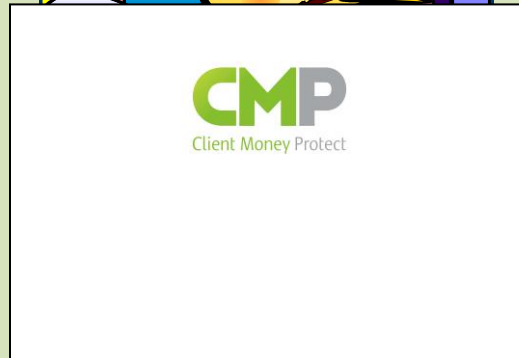
*We are committed to providing a first class service at all times and strive to achieve the best possible rents and tenants at all times.*

To discuss your needs please contact us :

## SIMON HEAL ESTATE AGENTS

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Simon Heal Estate Agents is a trading style of JG Trading Ltd company no: 09123905

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